

**FRESNO, CALIFORNIA  
CLASS SPECIFICATION**

**PROGRAM MANAGER**

**FLSA STATUS:**

Exempt

**CLASS SUMMARY:**

The Program Manager is the fifth level in a five level Programs series. Incumbents are responsible for overall program design and development, the strategic planning process, preparing the budget, serving as a liaison for cross-departmental and agency coordination, providing public relations functions, and overseeing the overall work flow in specific area of assignment. Responsibilities include supervision of program staff. Incumbents manage more visible, sensitive, extensive, and complex or multiple programs.

The Program Manager is distinguished from the Supervising Program Specialist by its responsibility for program-wide management and accountability and its first-line supervisory responsibilities.

**TYPICAL CLASS ESSENTIAL DUTIES:** (These duties are a representative sample; position assignments may vary.)

**FRE-  
QUENCY**

- |    |                                                                                                                                                                                                                                                                                                                                                                                                                          |              |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| 1. | Supervises staff to include: prioritizing and assigning work; coaching; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary recommendations.                                                                                                   | Daily<br>10% |
| 2. | Supervises the daily operations in assigned administrative support area, which includes: planning, coordinating, administering, and evaluating projects, processes, procedures, systems, and standards; developing and coordinating work plans, participating in the development of goals and objectives; and, ensuring compliance with applicable Federal, State, and local laws, regulations, codes, and/or standards. | Daily<br>10% |
| 3. | Manages and evaluates program design, planning, and implementation activities.                                                                                                                                                                                                                                                                                                                                           | Daily<br>25% |
| 4. | Develops and delivers training programs to a variety of groups and individuals involved in program operations and activities.                                                                                                                                                                                                                                                                                            | Daily<br>15% |
| 5. | Performs liaison activities, attends meetings, responds to inquiries, and makes presentations to other City departments, civic and professional organizations, clients, and the general public and other agencies.                                                                                                                                                                                                       | Daily<br>10% |
| 6. | Implements guidelines issued by Federal or State governments that apply to program operations.                                                                                                                                                                                                                                                                                                                           | Daily<br>5%  |

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<b>TYPICAL CLASS ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary.)		<b><u>FRE- QUENCY</u></b>
7.	Reviews and approves materials, policies, and procedures to be disseminated to subordinate staff and the public.	Daily 5%
8.	Reviews and approves reports on the legal, financial, technical, and operational aspects of assigned program(s).	Weekly 15%
9.	Examines progress and effectiveness of programs and approves required program modifications.	Monthly 10%
10.	Develops and administers program budget, including preparing cost estimates for budget recommendations and monitoring project expenditures.	Monthly 5%
11.	Performs other duties of a similar nature or level.	As Required

**POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to Fire may be responsible for:

- Preparing, guiding, and evaluating departments on protocols and processes in preparation for emergency/disaster response;
- Managing the Metropolitan Medical Response System (MMRS) program;
- Maintaining emergency recall for the Emergency Operations Center activation;
- Planning and coordinating tabletop/functional exercises with local first responders, Federal/State/Local agencies, private organizations, and local hospitals;
- Fire and EMS educational development;
- Policy and process development;
- Program analysis and reporting;
- Certification compliance.

Positions assigned to the Airport may be responsible for:

- Planning, organizing, and directing the Airport's marketing and air service development activities;
- Managing and coordinating public affairs and community education programs for the Airport;
- Soliciting new and retaining existing air cargo and passenger airline services.

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#### **POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:**

Positions assigned to the Film Commission may be responsible for:

- Planning, organizing, and directing the Fresno Film & Entertainment Commissions marketing, sales and promotional activities;
- Producing and participating in film industry familiarization tours, off-site location and facility scouting and photography;
- Participation in film-related educational and professional events.

#### **Training and Experience** (positions in this class typically require):

- Bachelor's Degree in related field and four years of experience in area of program assignment are required;

OR

- An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

#### **Licensing Requirements** (positions in this class typically require):

Some positions, based on assignment, may require:

- Basic Class C License
- One or more licenses or certifications related to the specific technical discipline may be required, preferred, or desired

#### **Knowledge** (position requirements at entry):

Knowledge of:

- Supervisory principles and practices
- Program marketing and public outreach principles
- Research methods
- Applicable Federal, State, and Local laws, codes, rules, and regulations
- Public relations principles
- Budgeting principles and practices
- Program coordination principles
- Advanced principles and practices of assigned area of responsibility
- Analytical methods and techniques
- Report preparation methods
- Area resources
- Basic accounting principles
- Program management principles and practices
- Project management principles and techniques

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#### **Skills** (position requirements at entry):

Skill in:

- Monitoring and evaluating the work of subordinate staff
- Prioritizing and assigning work
- Prepare and proofread clear, concise, and comprehensive reports, records, and other written documents
- Compiling and analyzing complex, multi-faceted data
- Developing and administering budgets
- Coordinating programs in assigned area of responsibility
- Using computers and applicable software applications
- Applying research methods
- Speaking in public
- Developing and facilitating community outreach and program marketing plans
- Preparing collateral and marketing materials
- Planning, implementing, and managing program components
- Implementing strategic plans
- Identifying emerging trends, needs, and services
- Assessing the consequences and outcomes of program initiatives
- Ensuring compliance with applicable internal and external program requirements
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, business/organizations, elected and appointed officials, etc. sufficient to exchange or convey information and give and/or receive work direction

#### **Physical Requirements:**

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, climbing, balancing, stooping, kneeling, crouching, crawling, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

#### **Note:**

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

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**Classification History:**

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008